



STATE OF TENNESSEE

DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

Class Title: SOCIAL COUNSELOR 1*			Abbreviation: SOCIAL CNS 1
Class Code: 79631	OCC Code: 7	Analyst: EX	Effective Date: March 1, 2006

SUMMARY: Under immediate supervision, is responsible for professional social counseling work of routine difficulty; and performs related work as required.

DISTINGUISHING FEATURES: This is the entry class in the professional Social Counselor sub series. An employee in this class learns the proper principles, practices, and procedures for social counseling work in programs such as adult protective services and maternal and child health counseling. This class differs from that of Social Counselor 2 in that an incumbent of the latter performs at the working level under general supervision.

*An applicant appointed to this flexibly staffed class will be reclassified to the next higher class in the series after successful completion of a mandatory one year training period; inadequate or marginal performance during the training period will result in automatic demotion or termination.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Learns to assess the level of risk to the elderly, other vulnerable adults, or to children with special health care needs; asks client/caregiver open-ended questions about client's health, living arrangements, financial stability, family involvement, and other risk factors; identifies potential risk factors such as unsanitary living conditions, lack of utilities, physical abuse, or self-neglect in the client's home environment; evaluates case information according to agency guidelines to determine level of risk to clients; may respond to hostile clients or caregivers according to department policy.
2. Learns to coordinate the delivery of medical and protective services between vulnerable clients and health/social agencies; develops a service plan to protect clients who have special health care needs or are victims of abuse, neglect, self-neglect, or exploitation; prioritizes problems such as the need for electricity, food, or medical care to concentrate on those that are most urgent; discusses situation with the client, family members, or caregivers to decide what resources or actions will reduce risk and facilitate change; implements a service plan that identifies realistic goals for resolving problems, time frames for meeting those goals, and tasks for the client and social counselor; refers clients to services which may reduce client risk or increase autonomy including home health or homemaker services, delivered meals, speech or occupational therapy, transportation to medical appointments, financial aid, or emergency shelters.



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3. Learns to record in client files and computer databases the services implemented, observations made during home visits, changes that occurred, risks that were reduced, and the level of protection achieved for each client; records information regarding client-oriented contacts including the date, method, purpose, outcome of the contact and the level of client progress in meeting the goals or objectives in the case plan; maintains a hard copy of all medical/financial records and service plans for clients.

4. Learns to educate government departments, local, regional agencies, law enforcement, nursing home staff, and the general public about Adult Protective Services/Children's Special Services (APS/CSS) programs; gives presentations and answers questions at health fairs, senior forums, and schools regarding APS/CSS services using videos, question-answer sessions, and pamphlets; responds to professional or public casework inquiries through telephone calls, e-mail, letters, and face-to-face visits; ensures client confidentiality is maintained according to APS/CSS policy; brainstorms solutions to problems encountered within the community regarding risk to vulnerable clients by participating as a member of a multi-disciplinary team along with ministers, pharmacists, other Department of Human Services staff, community program directors, geriatric specialists, and psychologists.

5. May learn to investigate reports of abuse, neglect, or exploitation of adults who are mentally or physically impaired, or incapable of self-care to determine if there is a need for protective services; interviews individual making initial referral or complaint; identifies each form of maltreatment alleged in the complaint; compares information from referral source with agency guidelines to determine if other agencies should be contacted or if the complaint meets criteria for further assessment; asks client, family members, neighbors, alleged perpetrator(s), or other involved parties questions that relate to the allegations in order to gather case information and determine causes of current situation; determines the validity of allegation based on analysis of all collected information; may testify in legal proceedings.

MINIMUM QUALIFICATIONS

Education and Experience: Graduation from an accredited college or university with a bachelor's degree.

Necessary Special Qualifications: Applicants for this class must:

- (1.) complete a criminal history disclosure form in a manner approved by the appointing authority.
- (2.) agree to release all records involving their criminal history to the appointing authority.



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- (3.) supply a fingerprint sample in a manner prescribed by the TBI for a fingerprint based criminal history records check.
- (4.) submit to a review of their status on the Department of Health's vulnerable persons registry.
- (5.) possess a valid motor vehicle operator's license at the time of appointment.

EXAMINATION METHOD: Written Test, 100%, for Career Service positions.